



Job Title: RECEPTIONIST / ADMINISTRATIVE CLERK

Department /Office: Any

Reports to Whom (title): Supervisor

Salary / Hourly Range: 10

Job Classification Code: 8810

Level of Background Check: 1B

FLSA Status: NON- EXEMPT; Full-time, Part-time, Temporary

Driving Required: Yes, As Required

Revision Date: 12/04/2012

JOB DESCRIPTION:

This position is responsible for providing reception and clerical/office support for the administrative staff. The incumbent performs duties of moderate difficulty and complexity requiring knowledge and skill in customer service, telephone etiquette, correspondence formatting and records management.

SCOPE:

Incumbent is under supervision and line authority of the immediate supervisor. The supervisor makes assignments with clear, detailed and specific instructions. The incumbent works as instructed and consults with the supervisor as needed on new or unfamiliar situations. The supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures.

KEY DUTIES AND RESPONSIBILITIES:

(The following examples of duties are intended to be illustrative only and should not be viewed as all inclusive or restrictive.)

1. Greets and screens personal and telephone callers; routes and/or takes messages; assists customers by inquiring courteously the purpose of their visit, handles or directs unfamiliar matters to appropriate staff/office.
2. Receives and logs-in mail, sorts and distributes; prepares outgoing mail on a daily basis; personally routes and delivers documents/correspondence if necessary.
3. Receives, logs-in and distributes incoming mail and prepares out-going mail on a daily basis, personally routes and delivers documents/correspondence, if necessary; and responds to request for photocopies or faxing.
4. Types routine correspondence, reports, labels and tribal forms, i.e., timesheets, Travel Authorization, Travel Expense Claims, requisitions, etc., using a personal computer or typewriter; and ensures accuracy and completeness.
5. Maintains an automated records management system; purges or updates files; compiles, tabulates and retrieves various data for statistical or reporting purposes; monitors and replenishes office supplies when necessary.
6. Performs other duties as assigned or authorized by the supervisor to achieve office goals and objectives.

PERSONAL CONTACTS:

Contacts are with employees within/outside the immediate work area, supervisor, vendors and the general public. The purpose of these contacts is to exchange factual information, provide assistance and establish a network of resources.

PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:

The work of the incumbent is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. Travel on and off the reservation is limited.

MINIMUM QUALIFICATIONS:

1. Required Education, Training and Experience:

- A. Education: High School Diploma or G.E.D. certificate; AND
- B. Experience: Six (6) months general clerical work experience; OR
- C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills and Abilities:

A. Knowledge:

- Knowledge of basic clerical and office practices and procedures
- Knowledge of computers and applicable software applications, i.e., word-processing, database, spreadsheets, etc
- Knowledge of records management systems

B. Skills:

- Good verbal and written communication skills
- Skill in preparing correspondence
- Good skill in organizing work efficiently

C. Abilities:

- Ability to maintain confidentiality
- Ability to work independently
- Ability to establish and maintain positive & professional working relationships with others

NECESSARY SPECIAL REQUIREMENTS:

1. Must complete & pass the pre-employment screening in accordance with Hopi Tribal Policy.
2. Possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving Course.